POV.1.5 Hardware Troubleshooting

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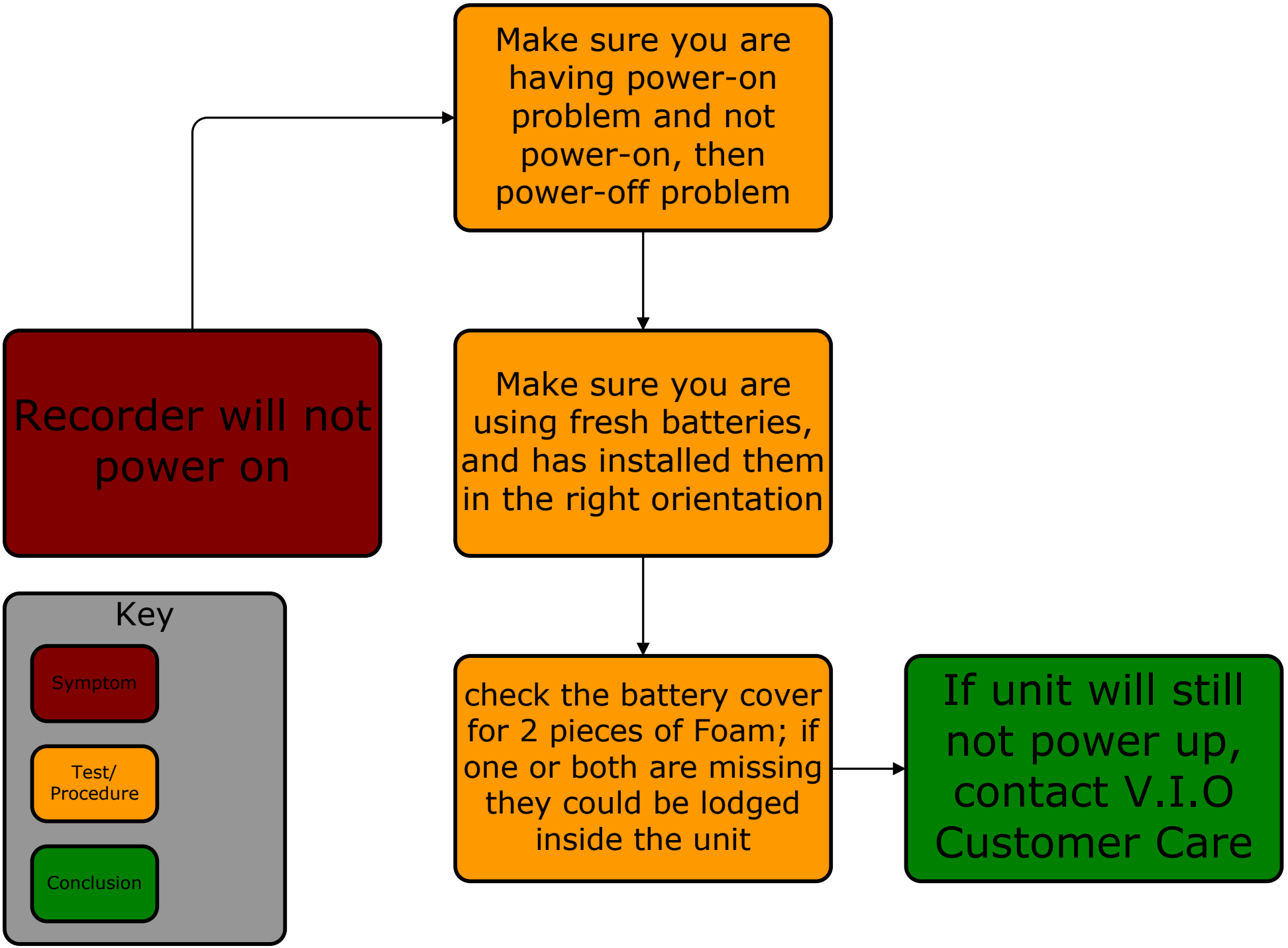
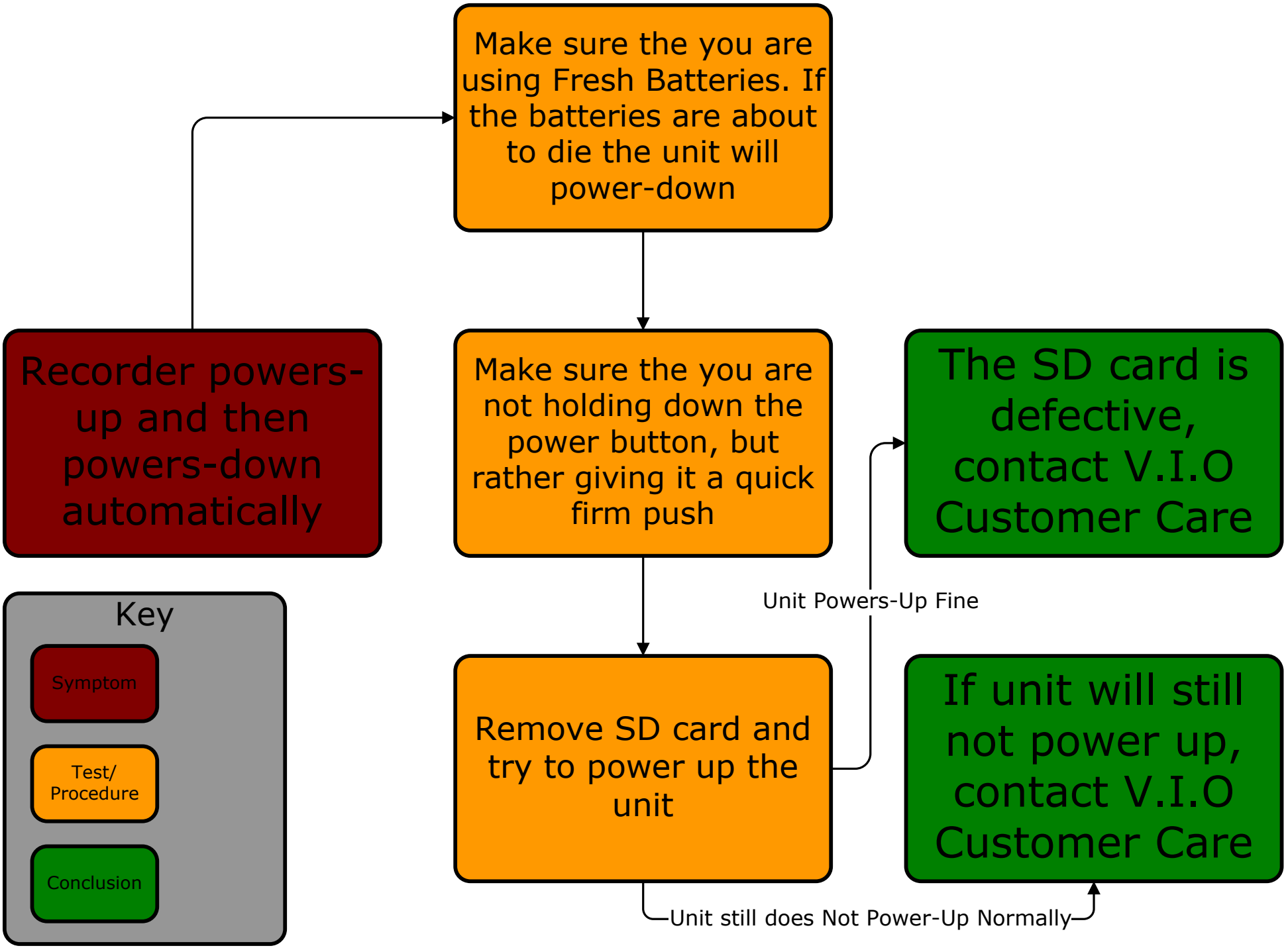

Make sure you are having power-on problem and not power-on, then power-off problem
Recorder will not power on
Make sure you are using fresh batteries, and has installed them in the right orientation
Key
Symptom
Test/ Procedure
Conclusion
check the battery cover for 2 pieces of Foam; if one or both are missing they could be lodged inside the unit
If unit will still not power up, contact V.I.O Customer Care


Make sure the you are using Fresh Batteries. If the batteries are about to die the unit will power-down
Recorder powers-up and then powers-down automatically
Make sure the you are not holding down the power button, but rather giving it a quick firm push
The SD card is defective, contact V.I.O Customer Care
Unit Powers-Up Fine
Remove SD card and try to power up the unit
If unit will still not power up, contact V.I.O Customer Care
Unit still does Not Power-Up Normally
Key
Symptom
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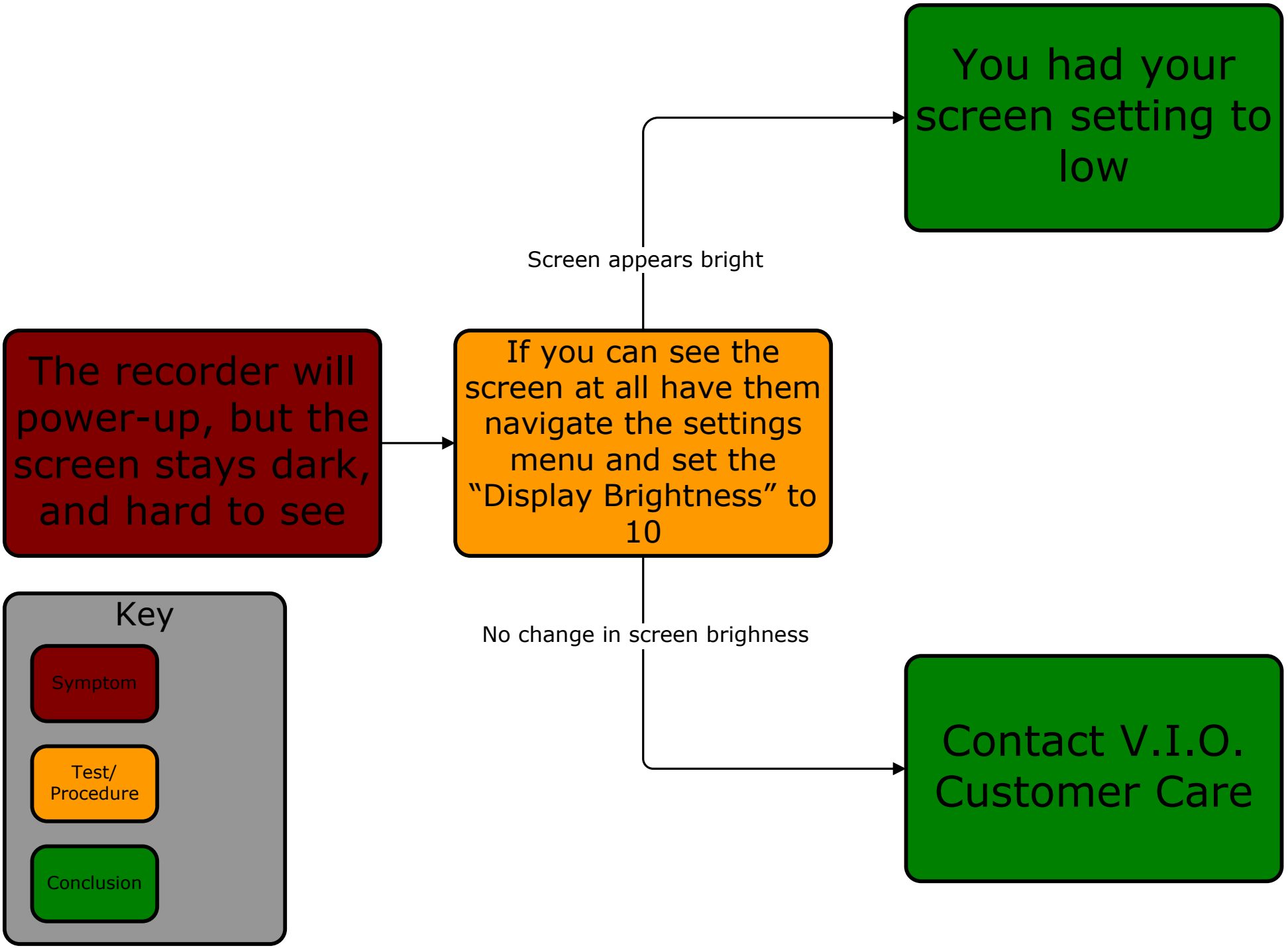
You had your screen setting to low
Screen appears bright
The recorder will power-up, but the screen stays dark, and hard to see
If you can see the screen at all have them navigate the settings menu and set the “Display Brightness” to 10
No change in screen brighness
Contact V.I.O. Customer Care
Key
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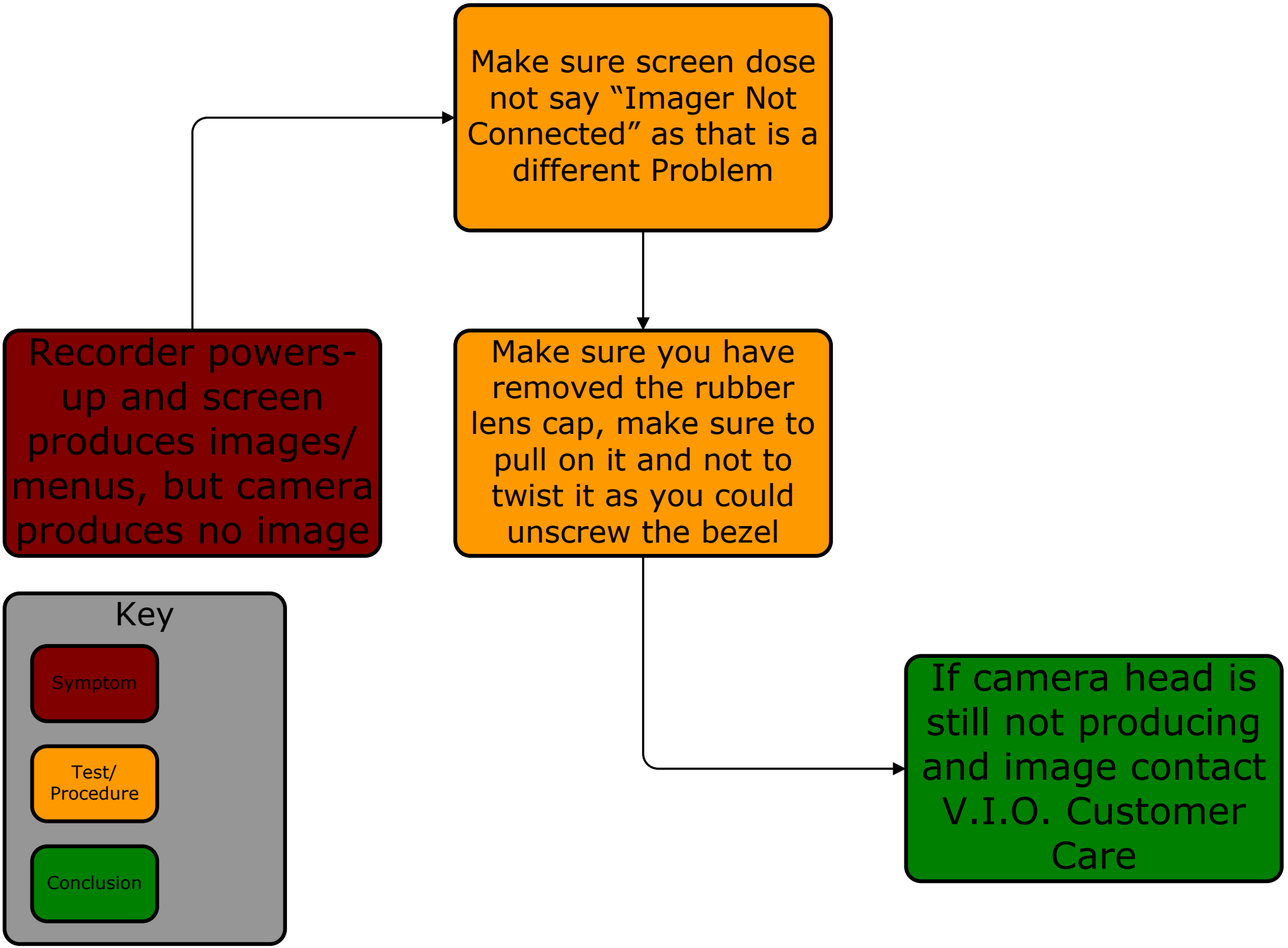
Make sure screen dose not say “Imager Not Connected” as that is a different Problem
Recorder powers-up and screen produces images/ menus, but camera produces no image
Make sure you have removed the rubber lens cap, make sure to pull on it and not to twist it as you could unscrew the bezel
If camera head is still not producing and image contact V.I.O. Customer Care
Key
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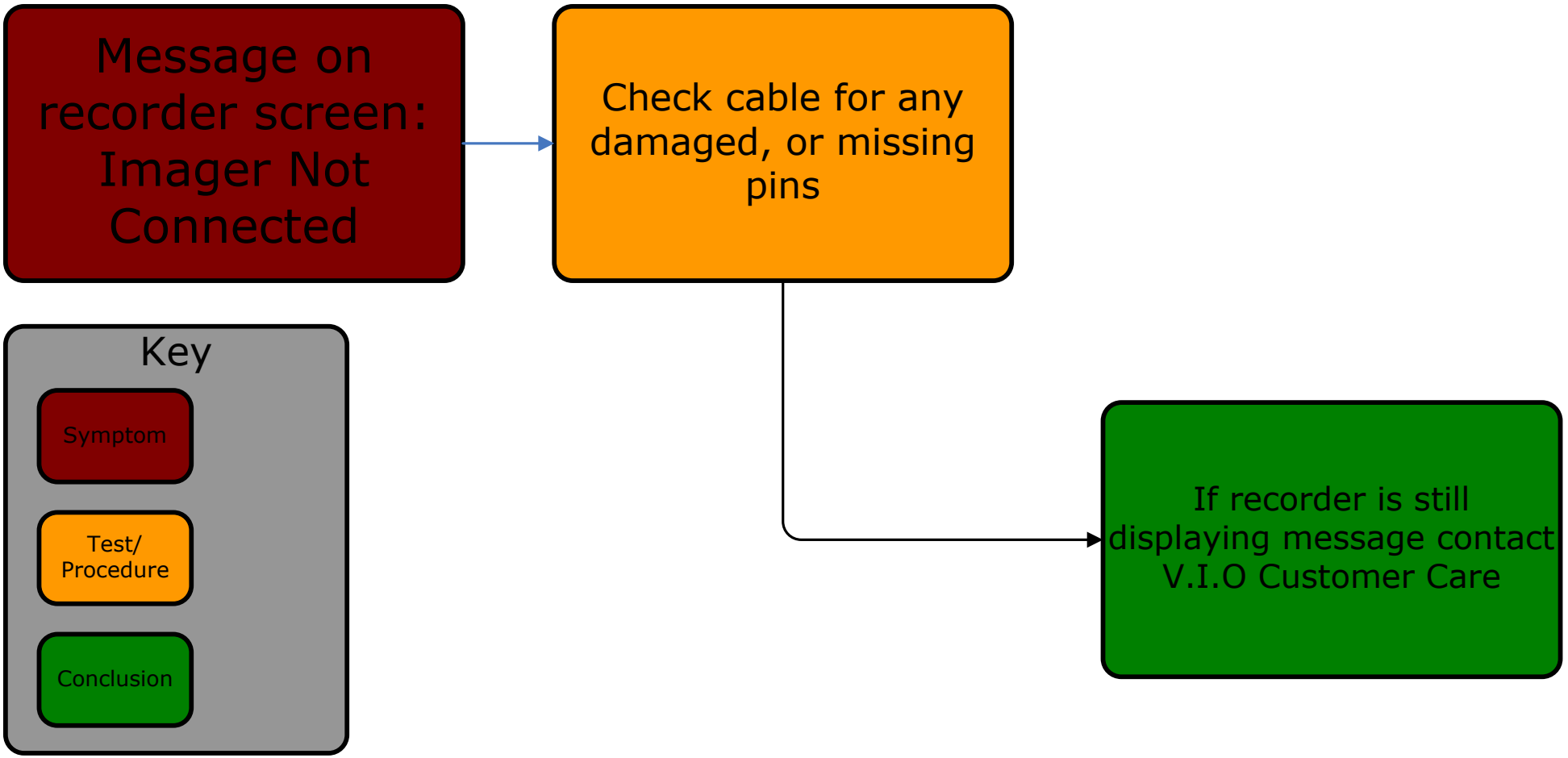
Message on recorder screen: Imager Not Connected
Check cable for any damaged, or missing pins
If recorder is still displaying message contact V.I.O Customer Care
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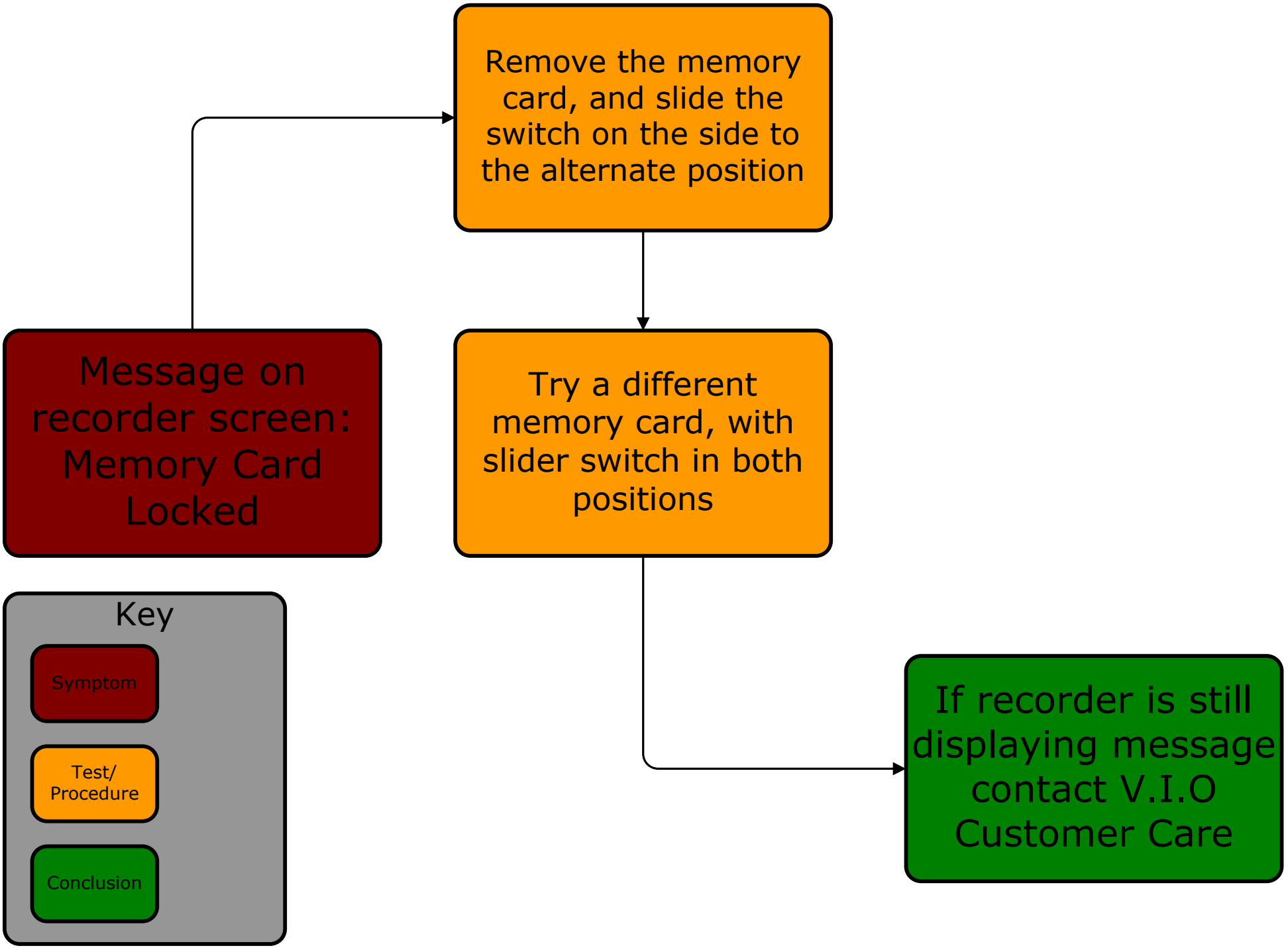
Remove the memory card, and slide the switch on the side to the alternate position
Message on recorder screen: Memory Card Locked
Try a different memory card, with slider switch in both positions
If recorder is still displaying message contact V.I.O Customer Care
Key
Symptom
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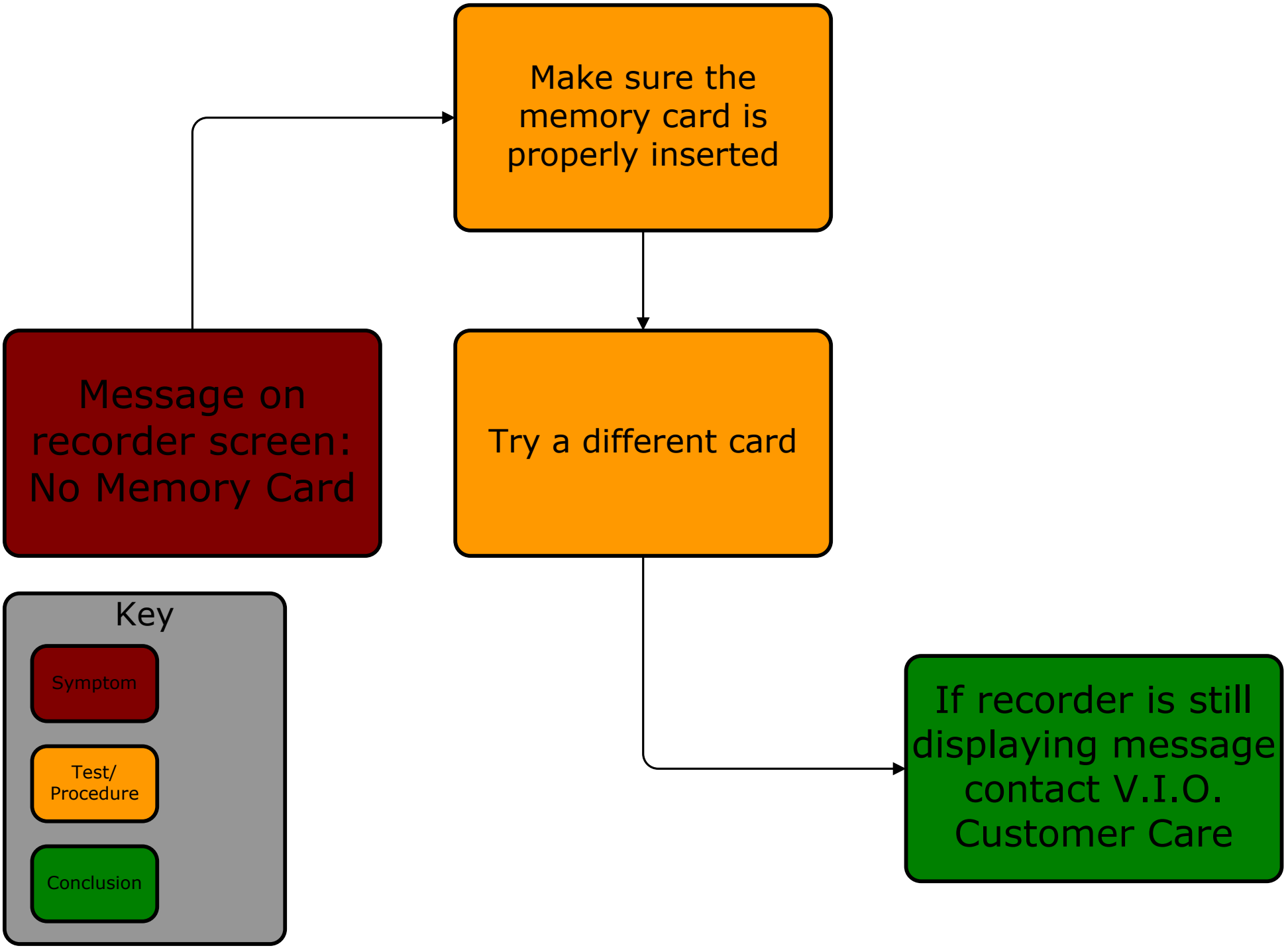
Conclusion


Make sure the memory card is properly inserted
Message on recorder screen: No Memory Card
Try a different card
If recorder is still displaying message contact V.I.O. Customer Care
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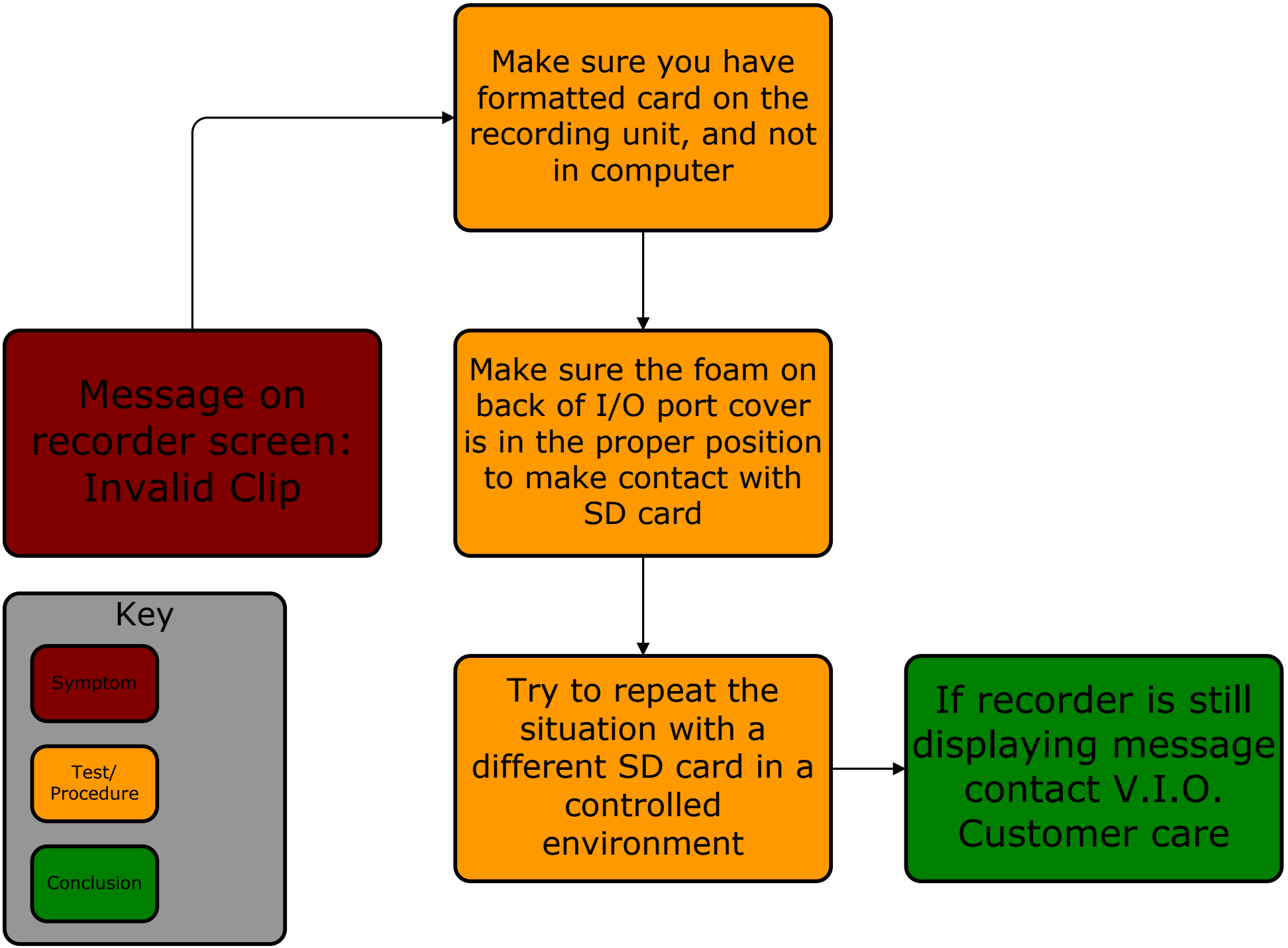
Make sure you have formatted card on the recording unit, and not in computer
Message on recorder screen: Invalid Clip
Make sure the foam on back of I/O port cover is in the proper position to make contact with SD card
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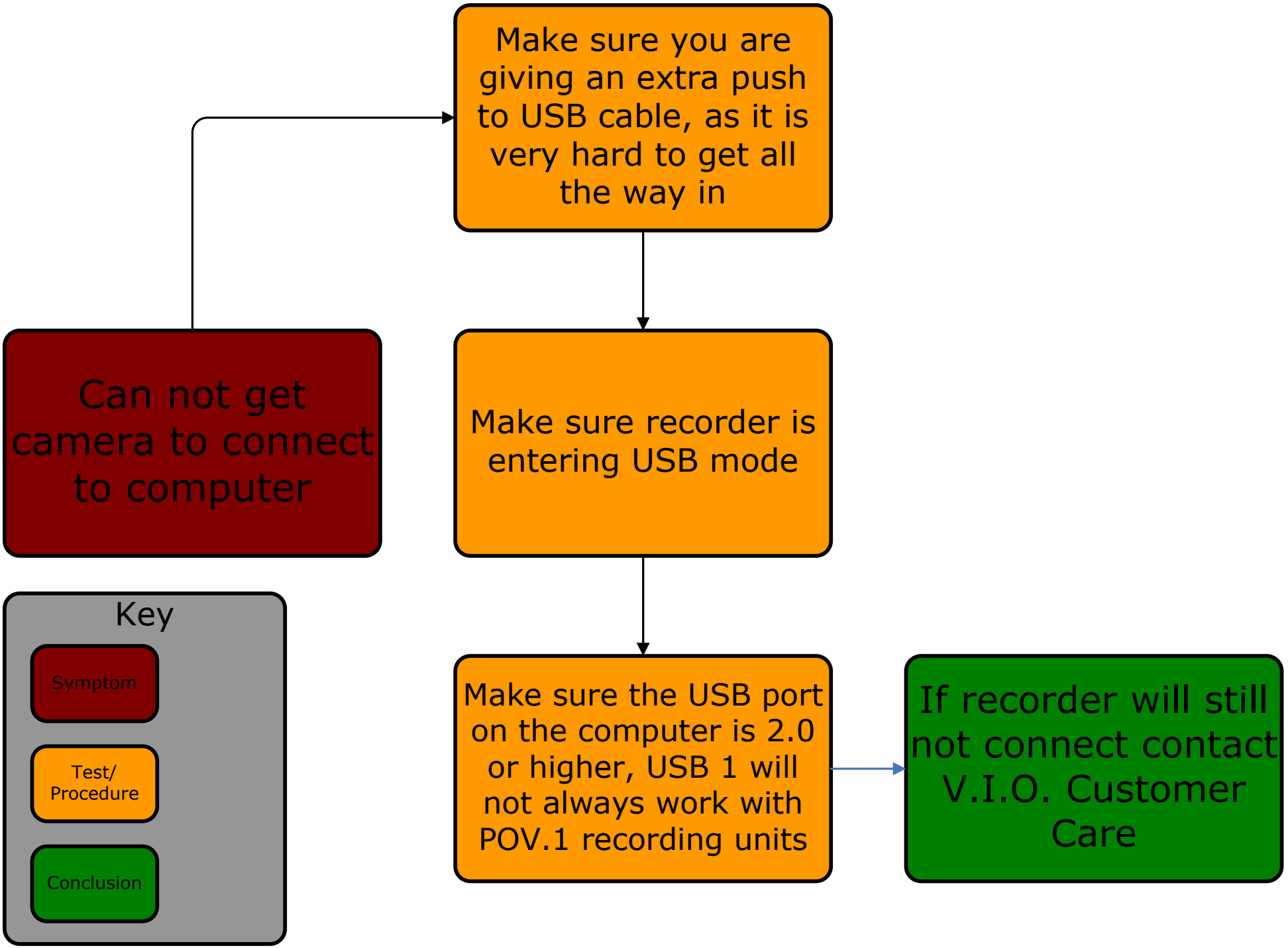
Try to repeat the situation with a different SD card in a controlled environment
If recorder is still displaying message contact V.I.O. Customer care


Make sure you are giving an extra push to USB cable, as it is very hard to get all the way in
Can not get camera to connect to computer
Make sure recorder is entering USB mode
Key
Symptom
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Conclusion
Make sure the USB port on the computer is 2.0 or higher, USB 1 will not always work with POV.1 recording units
If recorder will still not connect contact V.I.O. Customer Care